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FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554

*Dockets*  
*Rm 230*

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12 FEB 1993

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IN REPLY REFER TO:

*mmDocket 92-263*

8310-MEA  
CN9300378

RECEIVED

FEB 18 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Honorable Dan Glickman  
Member, House of Representatives  
2311 Rayburn House Office Building  
Washington, DC 20515

Dear Congressman Glickman:

Thank you for your letter on behalf of Albert Ferra and other cable subscribers of Sedan, Kansas. Your constituents express dissatisfaction with several aspects of their cable television service.

The enclosure discusses the regulation of the matters your constituents have described. Current regulatory policies are based on the Cable Communications Policy Act of 1984, which is still in effect.

I have also enclosed several publications describing pending Commission proceedings under the 1992 Cable Act. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress. Your constituents' comments will be placed in the record of this proceeding.

I trust that the foregoing and the enclosures are informative.

Sincerely,

*Roy J. Stewart*

Roy J. Stewart  
Chief, Mass Media Bureau

Enclosures

# Congressional

## CONGRESSIONAL CORRESPONDENCE TRACKING SYSTEM

02/03/93

### LETTER REPORT

CONTROL NO.	DATE RECEIVED	DATE OF CORRESP	DATE DUE	DATE DUE OLA(857)
9300378	02/03/93	01/29/93	02/17/93	

TITLE	MEMBERS NAME	REPLY FOR SIG OF
Congressman	Dan Glickman	BC

CONSTITUENT'S NAME	SUBJECT
Albert Ferra	Cable television complaints

REF TO	REF TO	REF TO	REF TO
MMB	Eaf	C&I	

DATE	DATE	DATE	DATE
02/03/93	2-3-93	2-4	

REMARKS: Contact person: John Lechlitter, 316-331-8056.)

15 REC'D

3 FEB REC'D

DAN GLICKMAN  
FOURTH DISTRICT—KANSAS

ASSISTANT MAJORITY WHIP

COMMITTEES:

AGRICULTURE

CHAIRMAN: SUBCOMMITTEE ON  
WHEAT, SOYBEANS AND FEED GRAINS

JUDICIARY

SELECT COMMITTEE ON INTELLIGENCE  
SCIENCE, SPACE, AND TECHNOLOGY  
DEMOCRATIC STEERING AND POLICY



CONGRESS OF THE UNITED STATES  
HOUSE OF REPRESENTATIVES  
WASHINGTON, DC 20515-1604

2311 RAYBURN BUILDING  
WASHINGTON, DC 20515-1604  
(202) 225-6216

401 N. MARKET ST.  
ROOM 134  
WICHITA, KS 67202  
(316) 262-8396

335 N. WASHINGTON  
SUITE 220  
HUTCHINSON, KS 67501  
(316) 669-8011

*Handwritten:*  
mmb  
CAAV comp  
378

January 29, 1993

The Honorable Alfred Sikes  
Chairman  
Federal Communications Commission  
1919 M Street, N.W., Room 814  
Washington, D.C. 20554

Dear Chairman Sikes:

I am writing this letter in regard to a request from Albert Ferra.

I have enclosed a copy of the correspondence I received from Mr. Ferra which explains the request. I would greatly appreciate any information you could share with me regarding the concerns detailed by the enclosed letter. If you have any questions or desire additional information, please feel free to contact John Lechlitter in my Montgomery County office at (316) 331-8056, as he is assisting me in this matter.

With best regards,

*Handwritten signature:* Dan

DAN GLICKMAN  
Member of Congress

DG:jll  
Enclosures

January 22, 1993

Mr. Byron Scott  
Eastern Regional Manager  
Mission Cable  
P.O.Box 970  
Ft. Gibson, OK 74434

Dear Sir,

This letter is intended to explain the accompanying petition from your customers and potential customers in and about the the City of Sedan, Kansas. The complaints and concerns expressed in this petition are by no means new nor are they the only complaints regarding the service (or lack thereof) that we receive from your company.

Since the FCC, in 1992, adopted it's new technical standards regulations requiring cable operators to establish a process for resolving complaints, and since many of the subscribers in this area have tried to no avail to resolve their concerns and complaints by phone via your 800 number, we are presenting this petition to you. We feel that the people who signed the petitions are more than representative of your customers in this area. In addition, they are all willing to pursue whatever channels are necessary to alleviate their problems. Therefore, we have already alerted Congressman Dan Glickman, through his representative in Independence, KS, John Lechlitter that we are forwarding a copy of said petition, so that Congressman Glickman can intercede directly with the FCC in order to resolve this problem to our satisfaction.

Albert P. Ferra  
208 E. Bowers  
Sedan, KS 67361  
(316) 725-3336

Larry K. King, Attorney  
118 E. Main  
Sedan, KS 67361  
(316) 725-5782

January 12, 1993

To Mission Cable T.V.

We, the undersigned, subscribers of Cable T.V. and residents of Sedan, Kansas, do hereby petition you to improve the Cable T.V. service in Sedan. We are particularly dissatisfied with the poor reception on Channel 10 (KAKE) and to a lesser extent on Channel 21 (Joplin). The Wichita station is needed to give us Kansas news, etc. There are other channels with periodic reception problems. With the price increases in 1992, we feel we are entitled to better reception than we are receiving.

Please advise the Mayor and City Council of the proposed steps to remedy this situation, as a copy of this petition is being given to them.

NAME

ADDRESS

Richard Blankenship	Sedan Police Chief
Betty E. McKinney	Sedan 219 W. Cherokee
Virginia Williamson	Sedan 610 E. Walnut
Hazel Sanborn	Sedan 219 E. Elm St.
Josie Morton	Sedan 516 N. Chautauque
Earl Copeland	Sedan 511 W. Main
Marcela E. McCormick	Sedan 607 N. Chautauque
Elizabeth Wolfe	Sedan 309 E. County Rd
Gary Allan	Sedan 405 S. Chautauque
Deborah Kuchner	Sedan 110 S. Harrison
Jammy Duette	Sedan 305 E. Bradley
Carol Lange	Sedan 421 W. Cherokee
Wylie Meyer	Sedan 305 W. Cherokee
Cindy Allen	Sedan 417 N. Douglas
Terna Spellins	Sedan 201 S. Delilah
Pauline Spellins	Sedan Rt 2 Box 157 AA
Cathy Hower	Sedan 417 E. Main
Joe Adams	Sedan 209 W. Laurel
Pat Lange	Sedan 421 W. Cherokee
Gloria J. Nis	Sedan 413 N. Chautauque
Dary Martin	Sedan P.O. Box 38

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NAME	ADDRESS
Debra Cick	314 E. Bradley
Gene & Lane Kennedy	300 S. Chautauque
Chris A. Hays	209 W. Cherokee
Jim BRUNER	At 1 Box 167C
Dave Larriss	418 W. CHEROKEE
Red Raymon	RR1 Box 147 Sedan KS 67361
Cleod Jones, Jr.	Box 253 Sedan Kansas
Garry E. Dallamore	Box 67, Sedan, Ks. 67361
Dean McCann	Bx 137 Sedan Ks. 67361
Howard E. Stephens	511 N. G Sedan
Cameron L. Williams	211 W. Elm, Sedan
Jim Williams	117 E Elm Sedan
Henry O. Cook	Sedan
Paul White	318 E. Bowers, Sedan
Carrol Burch	111 N. School Sedan,
Dick Williamson	112 W BOWERS
Harold Pond	101 OAK SEDAN KS
Elmer L. Bell	305 S. Montgomery, Sedan
Thia L. Sigel	120 W. Country Rt. Sedan
Norman Johnson	E Bradley St.
	307 West Walnut Sedan

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NAME	ADDRESS
Margaret H. Neil	204 W. Osage
Susan M. Elroy	607 E. Elm
Margaret Branstator	420 E. Bradley
Linda Bailey	403 W. Osage
Randi Miller	217 S. Spruce
Douglas L. Miller	603 E. Walnut
Arlene Kane	411 W. Walnut
Don Pollett	520 E. Elm
Paul Walker	522 E. Elm
Lynne Reta	614 E. Main
Ronald & Vickie Cox	118 W. Hawthorn
Cheta Spellina	509 N. Chantangle
Delores Spueck	207 S. Harrison
Lynn Thompson	203 W. Elm
Dolly Kennedy	215 W. Cherokee
Norm Shipley	117 E. Elm
Cameron Williams	Rt 1 Box 170
Mrs. John Eggen	" " "
Altae	" " "

January 12, 1993

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NAME

Mary Gynn  
Harly House  
Ralph H. Harkins

Bob Miller  
Brenda Miller

Jon & Fale

Jean Hallman  
Ruth Dand

Mick Jones

Lee Jones

Debbie Myers  
Curtis Smith

J. L. Conner

Jim Tom

F. J. Burt

Shirley Buckman

Jack Wilson

Johnnie Brown

ADDRESS

506 W. Cherokee, Sedan, KS

616 Sharpless, Sedan, KS. 67361

306 W. Cherokee, Sedan, KS

112 W. 1st, Sedan, KS

Rt 1 Box 19, Sedan, KS 67361

Rt. Box 28, Sedan, KS 67361

326 E. Dewell, Sedan, KS

400 S. 1st, Sedan, KS

401 W. Elm, Sedan, KS

112 W. 1st, Sedan, KS

Box 578, Sedan, KS

406 W. Central, Sedan, KS

1013 S. 1st, KS

216 So. 7th, Sedan, KS

304 E. Main, Sedan

411 North, Sedan, KS

P.O. Box 303, Sedan, KS

Rt Box 29, Sedan, KS



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NAME

ADDRESS

Ker Bahr	113 E Elm
Jimmy G.	201 Harrison
Lynaine Hardner	R1 Box 215A Sedan
Marylane	RR1 Box 1C Sedan
Darrell Bays	306 S Douglas Sedan
Virginia M. Bays	" "
John R. Stoltenberg	106 South Harrison Sedan
T M Doty	514 W Walnut Sedan
Michael Pond	220 N. Douglas Sedan
Mae Marie Matt	111 Dora Ave
Kay Janice	510 Dwarf
John A. Elmore	RR#1 Box 128C Sedan
Frank A. Miller	414 E main St. Sedan
John H. Miller	109 Oak Sedan
Sue Northcutt	Box 151 Sedan
Kenneth Mc	Box 147B Sedan RD.
Diana Clanton	617 E. Laurel

PETITION TO MISSION CABLE

WE, THE UNDERSIGNED, SUBSCRIBERS TO CABLE TV SERVICES PROVIDED BY MISSION CABLE, OF P.O. BOX 970, FT. GIBSON, OK 74434, HEREBY DECLARE TO MISSION CABLE OUR DISSATISFACTION WITH MISSION CABLE AND ITS SERVICES AND PROGRAMMING PRACTICES AS FOLLOWS:

- (1) Lack of apparent concern for subscribers.
- (2) Certain channels are consistently weak, such as ABC (Ch. 10).
- (3) 800 number for service inquiries almost always busy.
- (4) Once per week service technician availability insufficient.
- (5) Replacing of channels without prior notification (such as deletion of AMC channel).
- (6) Promises made and not kept (such as promise to bring in another Wichita channel).
- (7) Other complaints too numerous to mention.

SUBSCRIBER

ADDRESS

Ed Speener  
David Sumner  
Marvin E. Lumley  
Thelma E. Lumley

402 E. Laurel Sedan 16  
412 W. Walnut Sedan 16  
117 W. County Rd Sedan 74  
" "

Janet

306 Montgomery

Chuck Gardner  
Jane Mendenhall  
Lavada Dyer  
Swann McLean

Rt 1 Box 215 Sedan  
Box 100, Saki, KS  
East Main - Sedan 16  
Route Box 118 11301

Wanda Riley  
Jerrell McCarty  
Janna Tubert  
Loren H. Wallner  
John R. Sheton  
Pete Peterson  
Lyle Owens

Box 174 Sedan, Kansas  
RR 2 Box 34 Sedan 15  
421 N. CHAULMUGA

300 S. SPRUCE  
308 E. Laurel  
RR 1 Sedan

Loren Smith  
Robert Craft  
Bernard Higgins  
Gene Kennedy

4134 Sherman, Sedan  
RR 1 Box 169 Sedan  
410 Harper - Sedan  
119 W. County Rd Sedan

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## SUBSCRIBER

## ADDRESS

Mary Maher	Box 14, Sedan
Jeff Davis	Box 85 PEROT KS
Lena Utterback	RR 2 Box 34D Sedan, Mo
Fern Roberts	
Jan Hill	RT. 2 Sedan
Janet Hattley	406 S. Chautauque
Brenda Kinko	215 E Cherokee
Eugene Davidson	402 W. Tanager
Rhonda Lampson	Rt. 1 Box 16K Sedan, KS
David Stanton	212 North Lincoln Blvd, KS
Elsine Keeney	Sedan
Robert Rogers	502 W Cherokee Sedan, KS
Paul R. Lynn	506 W. Cherokee Sedan, KS
Rhonda Cox	211 Harrison, Sedan, Mo
Ruby E. Smith	304 W. Walnut, Sedan, Mo
Carl Thomas	217 W. Bradley, Sedan, KS
Joyce Sorchem	E. L. Sedan, KS
Wale Lammie	214 N. Knappa, Sedan, KS
Jude Jones	Rt. 1, Box 14K Sedan, KS
Nell Farrer	Rt. 1 Box 147 Sedan, KS
Lee P. Jones	214 E. Broadway
Frances Dehman	118 E. Bowlers Sedan
Esther L. Rogers	402 W Cherokee Sedan
Crystal Higgs	216 W Laurel
Roy McEllen	Sedan
John Lona	305 E. County Rd.

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SUBSCRIBER

ADDRESS

<u>John Stephenson</u>	<u>102 N. Cherokee Sedan</u>
<u>Vianna Hair</u>	<u>205 N. Cherokee Sedan</u>
<u>Pat Sanders</u>	<u>1201 S. Main</u>
<u>Kay Teague</u>	<u>117 N. 1st St.</u>
<u>Jim Cox</u>	<u>211 Harrison</u>
<u>Rene Sweeney</u>	<u>104 W. 6th</u>
<u>Dale Sweeney</u>	<u>104 W. 6th</u>
<u>Greg Chase</u>	<u>217 W. County Road</u>
<u>Maurice R. Rupp</u>	<u>204 1/2 W. Main</u>
<u>Thomas F. Rupp</u>	<u>111 S. DEL. AVE</u>
<u>Wanda Helton</u>	<u>306 S. Montgomery</u>
<u>Greg Flynn</u>	<u>213 1/2 E. Main</u>
<u>Art Thomas</u>	<u>1301 Main</u>
<u>Mark W. Jackson</u>	<u>Box 124</u>
<u>Michael Donald</u>	<u>Box 5</u>
<u>Delena Sanbain</u>	<u>128 E. Jackson</u>
<u>Margaret Connor</u>	<u>208 W. Dodge</u>
<u>Julie Connor</u>	<u>208 W. Dodge</u>
<u>Rodney Connor</u>	<u>207 S. Douglas</u>
<u>Betty McKee</u>	<u>207 S. Douglas</u>
<u>Ann Littlepage</u>	<u>207 S. Douglas</u>
<u>Kay Johnson</u>	<u>R.R. 1 Sedan, KS</u>
<u>Robert L. Kennedy</u>	<u>203 W. Elm Sedan</u>
<u>Chanel Fish</u>	<u>511 Parkview, Sedan</u>
<u>William M. H.</u>	<u>Box 1</u>

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## SUBSCRIBER

## ADDRESS

Charles Brown	514 N. Cherokee Sedan
Madelene Tinsme	400 E. Laurel -
Bobby Holroyd	728 N. Laurel
Marian Wilson	514 N. Laurel
Donna W. Warden	211 E. Laurel
Garland W. Warden	401 E. Laurel
Donna W. Warden	115 E. Laurel
Stephen W. Warden	416 W. Laurel
Salvia Valente	1111 Box 3, Sedan
Lyle Tinsme	1111 Box 3, Sedan
Susan M. Tinsme	601 E. Laurel
Linda McNeel	411-Box 2-A
Steven Tinsme	311 W. Laurel Sedan
David Chisner	1111 N. Ackerman Sedan
Rick Brooks	109 S. Harrison Sedan
Gar Jones	Box 1 Sedan
Carol Tinsme	1111, Sedan
Carol Tinsme	311 W. Laurel
Patricia Tinsme	310 W. Laurel
Nickie Thomson	117 1/2 E. Main
L. E. Tinsme	115 E. Main Sedan
Pat Tinsme	115 E. Main Sedan
Donna W. Tinsme	Box 71 Sedan, 1111
Wayne Tinsme	422 N. Douglas, Ks.

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## SUBSCRIBER

## ADDRESS

Russel C. Kommer	425 N. Laura
Laral Eney	Sedan
Dorothy Lamshaw	Sedan
Phyllis Fickler	Sedan
Birch Bailey	Sedan, Ks.
Scott Steph.	Sedan Ks.
APRIL B. HUNT	Sedan
Dan E. Bennett	Sedan
Joyce Borchers	Sedan, Ks.
Gene Cooper	Sedan Ks.
Phil Hays	Sedan Ks.
Byron Hays	Sedan Ks.
Dan Pollitt	Sedan, Mo.
Velda Starnen	Sedan, Ks.
Theresa Wilson	Sedan Ks.
Sally White	108 E. County Rd. Sedan
Junior's Jeanette-Lape	119 Harrison Sedan
Orman Halderman	304 E. Bowyer St. Sedan
Maggie Hadley	203 E. County Rd. Sedan
John Higgins	216 S. Chautauqua Sedan
Tom J. Camp	207. North Sedan
Ira D. Stakka	402 11 School Sedan
Idelle Snyder	RR2. Box 170A Box 13 Sedan
John Putnam	40520 Cherokee Sedan
Paul Sturgeon	712 N. E. Road Sedan
Jeanette Capps	615 E. Walnut Sedan
Robert Johnson	409 N. Montgomery Sedan

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SUBSCRIBER

ADDRESS

<u>Shirley Jerna</u>	<u>208 E. BOWERS SEDAN KS 67361</u>
<u>H. W. Schmalz</u>	<u>302 S. 9th St. Sedan</u>
<u>C. E. Marton</u>	<u>307 LaChautauque, Sedan</u>
<u>Bob House</u>	<u>317 N. Montgomery Sedan Ks</u>
<u>Clarence Alford</u>	<u>419 N. Sherman Sedan</u>
<u>Ray Gowan</u>	<u>301 Harrison Sedan Ks</u>
<u>Dale Busch</u>	<u>203 W. Laurel, Sedan,</u>
<u>Brooks Dickens</u>	<u>Sedan Ks</u>
<u>John L. Shatz</u>	<u>P.O. Box 387, Sedan</u>
<u>Legh Kristman</u>	<u>719 N. Harper</u>
<u>Wesley McWright</u>	<u>413 N. Chautauque,</u>
<u>Jack K. Falt</u>	<u>610 East Main Sedan</u>
<u>Shirley K. Tarpenter</u>	<u>502 Dewar</u>
<u>C. H. Harkins</u>	<u>123 W. Walnut</u>
<u>Jack Schell</u>	<u>102 S. Main</u>
<u>Donald Hamstrom</u>	<u>206 S. School St.</u>
<u>Kim Littlepage</u>	<u>307 S. Douglas Sedan</u>
<u>John F. Slack</u>	<u>424 W. Main</u>
<u>Joyce Moulton</u>	<u>304 S. School - Sedan</u>
<u>Tom Fawcett</u>	<u>304 S. Chautauque</u>
<u>Bob Emery</u>	<u>509 N. School</u>
<u>Ernest Chase</u>	<u>301 Dara</u>
<u>William Copeland</u>	<u>114 W. Elm.</u>
<u>Dale Martin</u>	<u>Rt. 1</u>
<u>Harold Marton</u>	<u>516 N. Chap.</u>
	<u>2.5 E. Bunker S.</u>

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SUBSCRIBER

ADDRESS

Benjamin Davis  
Brian Coffey  
Charles Downing  
James Cummings  
Thelma Myers  
Jerry Davis  
Walter A. Wigton  
David Stanton  
Matt Jones

113 N. Main, Sedan  
615 E. Walnut  
RR #1 Box 13 - N. Montgomery  
316 W. Laurel  
Rt 1 Box 6 Sedan  
Rt 1 Box 3 Sedan OK  
4216 W. Elm Sedan  
212 North Douglas  
421 North Douglas



January 12, 1993

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NAME	ADDRESS
John Williams	203 E Laurel
James Paul & supply	S. Hwy 77
Bucky Sanders	304 E LAUREL
Cameron Williams	117 E Elm Sedan
Lyle C. Blankinship	310 W Cherokee Sedan
W. F. Dilley	115 Harrison
Larry James	Sedan
Don Hill	202 206
Lyle Powers	RR# Sedan
Mildred Powers	" "
Don Winton	E. Laurel Sedan
John Williams for	E Laurel Sedan
Bob Peel	E Laurel Sedan
Bob A. Thom	213 S. CHAUTAUC.

January 12, 1993

To Mission Cable T.V.

We, the undersigned, subscribers of Cable T.V. and residents of Sedan, Kansas, do hereby petition you to improve the Cable T.V. service in Sedan. We are particularly dissatisfied with the poor reception on Channel 10 (KAKE) and to a lesser extent on Channel 21 (Joplin). The Wichita station is needed to give us Kansas news, etc. There are other channels with periodic reception problems. With the price increases in 1992, we feel we are entitled to better reception than we are receiving.

Please advise the Mayor and City Council of the proposed steps to remedy this situation, as a copy of this petition is being given to them.

NAME	ADDRESS
Richard Blankenship	Sedan Police Chief
Betty E. McKinney	Sedan 219 W. Cherokee
Virginia Williamson	Sedan 610 E. Walnut
Hazel Lamborn	Sedan 219 E. Elm St.
Joseph Martin	Sedan 516 N. Chautauque
Earl Copeland	Sedan 511 W. Main
Maricela E. McCom	Sedan 607 N. Chautauque
Elizabeth Wolfe	Sedan 309 E. County Rd
Mary Allan	Sedan 405 S. Chautauque
Deborah Kuchner	Sedan 110 S. Harrison
Jammy Ducote	Sedan 305 E. Bradley
Carol Lange	Sedan 421 W. Cherokee
Wylie Meyer	Sedan 305 W. Cherokee
Cindy Allan	Sedan 417 N. Douglas
Terna Spellman	Sedan 201 S. Dililah
Pauline Spellman	Sedan Rt 2 Box 157 AA
Cathy Hawn	Sedan 417 E. Main
Joe Adams	Sedan 209 W. Laurel
John Lange	Sedan 421 W. Cherokee
Glenn J. Nix	Sedan 413 N. Chautauque
	Sedan P.O. Box 38